



Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	State	Percent of patients who reported that their nurses "Always" communicated well.	Percent of patients who reported that their doctors "Always" communicated well.	Percent of patients who reported that they "Always" received help as soon as they wanted.	Percent of patients who reported that their pain was "Always" well controlled.	Percent of patients who reported that staff "Always" explained about medicines before giving it to them.
ADCARE HOSPITAL OF WORCESTER INC	MA	58%	90%			54%



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Percent of patients who reported that their room and bathroom were "Always" clean.	Percent of patients who reported that the area around their room was "Always" quiet at night.	Percent of patients who reported that YES,they were given informati on about what to do during their recovery at home.	Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	Percent of patients who reported YES,they would definitely recommen d the hospital.	Survey Response Rate Percent	Hospital Footnote
100%	48%	78%	68%	100%	15%	Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance



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ALICE PECK DAY MEMORIAL HOSPITAL	NH	77%	84%	70%	70%	57%
ANDROSCOGGIN VALLEY HOSPITAL	NH	87%	84%	76%	73%	72%
ANNA JAUQUES HOSPITAL	MA	82%	80%	68%	74%	66%
ATHOL MEMORIAL HOSPITAL	MA	82%	77%	70%	68%	62%
BAYSTATE FRANKLIN MEDICAL CENTER	MA	79%	78%	67%	69%	61%
BAYSTATE MARY LANE HOSPITAL	MA	81%	81%	71%	76%	74%
BAYSTATE MEDICAL CENTER	MA	78%	80%	58%	71%	63%
BERKSHIRE MEDICAL CENTER INC	MA	80%	75%	66%	71%	62%
BETH ISRAEL DEACONESS HOSPITAL - MILTON INC	MA	84%	86%	71%	75%	68%
BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	MA	78%	79%	60%	64%	61%
BETH ISRAEL DEACONESS MEDICAL CENTER	MA	80%	81%	63%	70%	65%
BEVERLY HOSPITAL CORPORATION	MA	79%	78%	64%	70%	63%
BOSTON CHILDREN'S HOSPITAL	MA					
BOSTON MEDICAL CENTER CORPORATION	MA	72%	80%	58%	68%	67%
BRATTLEBORO MEMORIAL HOSPITAL	VT	78%	82%	75%	68%	61%
BRIGHAM AND WOMEN'S FAULKNER HOSPITAL	MA	83%	86%	75%	79%	68%
BRIGHAM AND WOMEN'S HOSPITAL	MA	81%	82%	70%	73%	66%



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64%	47%	85%	71%	79%	30%
82%	64%	87%	75%	73%	25%
73%	51%	88%	70%	73%	36%
84%	65%	88%	69%	71%	38%
68%	55%	89%	68%	70%	31%
77%	62%	94%	72%	75%	33%
67%	45%	89%	68%	75%	29%
75%	49%	90%	67%	66%	35%
74%	57%	85%	72%	75%	32%
74%	48%	84%	71%	75%	40%
71%	52%	88%	75%	81%	33%
71%	48%	86%	66%	74%	33%
					Survey results are not available for this reporting period
66%	49%	86%	69%	73%	19%
81%	57%	86%	67%	73%	36%
74%	55%	90%	74%	84%	39%
72%	57%	88%	82%	86%	37%



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CAMBRIDGE HEALTH ALLIANCE	MA	76%	80%	62%	67%	62%
CAPE COD HOSPITAL	MA	80%	81%	65%	72%	62%
CARNEY HOSPITAL	MA	76%	81%	64%	69%	64%
CATHOLIC MEDICAL CENTER	NH	83%	82%	65%	78%	68%
CENTRAL VERMONT MEDICAL CENTER	VT	80%	78%	70%	71%	61%
CHESHIRE MEDICAL CENTER	NH	80%	80%	71%	71%	66%
CLINTON HOSPITAL ASSOCIATION	MA	90%	84%	81%	83%	76%
CONCORD HOSPITAL	NH	85%	84%	73%	77%	68%
COOLEY DICKINSON HOSPITAL INC,THE	MA	77%	81%	64%	68%	65%
COPLEY HOSPITAL	VT	84%	86%	78%	78%	66%
COTTAGE HOSPITAL	NH					
DANA-FARBER CANCER INSTITUTE	MA					
ELLIOT HOSPITAL	NH	78%	83%	68%	72%	63%
EMERSON HOSPITAL	MA	78%	80%	64%	74%	64%
EXETER HOSPITAL INC	NH	83%	81%	72%	74%	65%
FAIRVIEW HOSPITAL	MA	91%	86%	81%	80%	76%
FALMOUTH HOSPITAL	MA	79%	82%	67%	75%	60%



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71%	58%	86%	63%	65%	21%
78%	49%	84%	77%	82%	41%
71%	55%	87%	61%	62%	20%
73%	51%	85%	76%	80%	41%
79%	55%	84%	67%	67%	28%
76%	56%	84%	66%	74%	35%
93%	64%	88%	83%	90%	33%
74%	59%	88%	80%	86%	40%
75%	56%	85%	73%	74%	38%
76%	61%	88%	76%	76%	42%
					Survey results are not available for this reporting period
					Survey results are not available for this reporting period
74%	50%	87%	72%	77%	34%
72%	56%	84%	72%	79%	45%
					There were discrepancies in the data collection process
74%	54%	89%	73%	76%	32%
88%	67%	90%	85%	89%	45%
76%	48%	86%	73%	77%	36%



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FLETCHER ALLEN HOSPITAL OF VERMONT	VT	78%	78%	65%	69%	62%
FRANKLIN REGIONAL HOSPITAL	NH	76%	71%	72%	69%	62%

FRISBIE MEMORIAL HOSPITAL	NH	84%	83%	74%	75%	70%
GIFFORD MEDICAL CENTER	VT	78%	78%	66%	65%	61%
GOOD SAMARITAN MEDICAL CENTER	MA	75%	76%	56%	66%	56%
GRACE COTTAGE HOSPITAL	VT	80%	93%	76%	92%	84%

HALLMARK HEALTH SYSTEM	MA	81%	81%	68%	73%	63%
HARRINGTON MEMORIAL HOSPITAL	MA	80%	82%	73%	76%	64%
HEALTHALLIANCE HOSPITALS, INC	MA	78%	81%	63%	72%	64%



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70%	44%	89%	66%	75%	38%
80%	67%	87%	63%	63%	23%

Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance

84%	67%	90%	72%	76%	32%
69%	55%	85%	72%	72%	41%
65%	44%	84%	59%	62%	27%
81%	45%	79%	76%	82%	23%

Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance

69%	49%	86%	67%	70%	35%
82%	57%	83%	70%	73%	31%
67%	54%	86%	61%	65%	34%





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HEYWOOD HOSPITAL	MA	78%	78%	65%	72%	64%
HOLY FAMILY HOSPITAL	MA	78%	80%	63%	68%	63%
HOLYOKE MEDICAL CENTER	MA	78%	80%	64%	70%	66%
HUGGINS HOSPITAL	NH					
JORDAN HOSPITAL INC	MA	76%	81%	63%	71%	63%
KENT COUNTY MEMORIAL HOSPITAL	RI	77%	77%	59%	74%	56%
LAHEY CLINIC HOSPITAL	MA	78%	82%	62%	73%	63%
LAKES REGION GENERAL HOSPITAL	NH	76%	78%	64%	70%	68%
LANDMARK MEDICAL CENTER, INC	RI	73%	72%	57%	65%	54%
LAWRENCE GENERAL HOSPITAL	MA	78%	77%	61%	71%	61%
LITTLETON REGIONAL HOSPITAL	NH	78%	86%	72%	71%	68%
LOWELL GENERAL HOSPITAL	MA	80%	78%	62%	70%	65%
MARLBOROUGH HOSPITAL	MA	77%	80%	63%	69%	67%
MARTHA'S VINEYARD HOSPITAL INC	MA	84%	84%	77%	75%	70%
MARY HITCHCOCK MEMORIAL HOSPITAL	NH	76%	79%	70%	65%	60%
MASSACHUSETTS EYE AND EAR INFIRMARY	MA	76%	83%	62%	74%	58%
MASSACHUSETTS GENERAL HOSPITAL	MA	81%	81%	64%	72%	64%
MEMORIAL HOSPITAL OF RHODE ISLAND	RI	76%	79%	60%	68%	61%
MEMORIAL HOSPITAL, THE	NH	80%	83%	68%	70%	69%



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72%	57%	86%	68%	74%	38%
68%	52%	86%	65%	71%	31%
76%	54%	87%	66%	69%	28%
					Survey results are not available for this reporting period
64%	50%	87%	64%	68%	34%
72%	52%	80%	65%	67%	38%
68%	47%	88%	75%	81%	38%
71%	57%	85%	64%	64%	31%
63%	41%	82%	51%	54%	31%
68%	51%	84%	62%	68%	28%
78%	52%	90%	72%	70%	26%
69%	51%	86%	65%	74%	33%
66%	42%	84%	60%	68%	34%
83%	73%	87%	79%	80%	28%
66%	39%	89%	76%	83%	42%
68%	45%	84%	74%	80%	38%
71%	50%	90%	81%	90%	30%
74%	54%	85%	63%	70%	29%
74%	57%	91%	73%	71%	30%



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MERCY MEDICAL CENTER	MA	73%	77%	55%	65%	57%
MERRIMACK VALLEY HOSPITAL	MA	75%	77%	61%	72%	59%
METROWEST MEDICAL CENTER	MA	80%	81%	68%	72%	64%
MILFORD REGIONAL MEDICAL CENTER	MA	83%	83%	68%	74%	67%
MIRIAM HOSPITAL	RI	82%	83%	65%	73%	66%
MONADNOCK COMMUNITY HOSPITAL	NH	86%	85%	82%	74%	69%
MORTON HOSPITAL	MA	75%	77%	62%	70%	61%
MOUNT AUBURN HOSPITAL	MA	81%	81%	70%	73%	66%
MT ASCUTNEY HOSPITAL	VT	81%	86%	63%	65%	73%
NANTUCKET COTTAGE HOSPITAL	MA	88%	94%	85%	85%	78%
NASHOBA VALLEY MEDICAL CENTER	MA	78%	80%	65%	73%	62%
NEW ENGLAND BAPTIST HOSPITAL	MA	85%	84%	72%	77%	68%
NEW LONDON HOSPITAL	NH	78%	82%	77%	74%	64%
NEWPORT HOSPITAL	RI	80%	81%	68%	71%	60%
NEWTON-WELLESLEY HOSPITAL	MA	80%	82%	67%	75%	67%
NOBLE HOSPITAL	MA	80%	79%	69%	69%	65%



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67%	39%	86%	64%	70%	30%
70%	49%	84%	58%	61%	28%
70%	54%	87%	69%	72%	32%
73%	52%	90%	72%	79%	38%
77%	49%	87%	80%	86%	41%
82%	57%	89%	78%	82%	51%
71%	47%	83%	55%	53%	28%
74%	55%	87%	76%	82%	38%
88%	58%	86%	81%	85%	39%
82%	66%	89%	78%	79%	28%
Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance					
79%	57%	88%	58%	60%	36%
77%	51%	92%	86%	90%	58%
81%	55%	87%	71%	72%	39%
81%	57%	85%	73%	77%	34%
78%	56%	88%	78%	80%	37%
78%	52%	88%	67%	70%	36%



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NORTH ADAMS REGIONAL HOSPITAL	MA	82%	82%	70%	73%	70%
NORTH COUNTRY HOSPITAL AND HEALTH CENTER	VT	80%	77%	72%	75%	64%
NORTHEASTERN VERMONT REGIONAL HOSPITAL	VT	80%	84%	77%	75%	69%
NORTH SHORE MEDICAL CENTER	MA	75%	77%	65%	68%	57%
NORTHWESTERN MEDICAL CENTER INC	VT	78%	78%	66%	70%	65%
NORWOOD HOSPITAL	MA	78%	77%	63%	70%	60%
PARKLAND MEDICAL CENTER	NH	79%	80%	74%	73%	62%
PORTER HOSPITAL, INC	VT	77%	83%	61%	68%	64%
PORTSMOUTH REGIONAL HOSPITAL	NH	77%	81%	61%	70%	63%
QUINCY MEDICAL CENTER	MA	77%	75%	59%	68%	62%
RHODE ISLAND HOSPITAL	RI	75%	78%	59%	66%	59%
ROGER WILLIAMS MEDICAL CENTER	RI	80%	80%	70%	74%	64%
RUTLAND REGIONAL MEDICAL CENTER	VT	77%	78%	66%	71%	61%
SAINT ANNE'S HOSPITAL	MA	79%	79%	66%	70%	62%
SAINTS MEDICAL CENTER INC	MA	78%	80%	66%	73%	64%
SIGNATURE HEALTHCARE BROCKTON HOSPITAL	MA	78%	79%	65%	70%	63%
SOUTHCOAST HOSPITAL GROUP, INC	MA	77%	78%	62%	70%	61%
SOUTH COUNTY HOSPITAL INC	RI	85%	85%	77%	76%	70%
SOUTHERN NH MEDICAL CENTER	NH	79%	77%	65%	68%	65%
SOUTH SHORE HOSPITAL	MA	81%	81%	68%	72%	67%



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77%	55%	90%	64%	68%	33%
77%	58%	87%	65%	68%	35%
84%	61%	89%	70%	73%	36%
65%	49%	85%	65%	73%	27%
76%	51%	87%	69%	73%	26%
74%	43%	86%	63%	65%	38%
80%	64%	89%	68%	69%	26%
73%	49%	90%	68%	74%	41%
71%	56%	90%	70%	74%	31%
67%	48%	82%	56%	59%	29%
72%	48%	84%	62%	68%	30%
76%	56%	84%	68%	70%	31%
74%	45%	86%	62%	60%	39%
71%	49%	88%	64%	65%	28%
72%	56%	86%	65%	69%	30%
59%	48%	85%	63%	66%	26%
72%	49%	86%	60%	65%	31%
79%	66%	90%	82%	86%	48%
70%	56%	89%	72%	77%	34%
69%	47%	90%	71%	73%	31%



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SOUTHWESTERN VERMONT MEDICAL CENTER	VT	81%	82%	71%	74%	67%
SPEARE MEMORIAL HOSPITAL	NH	84%	86%	76%	74%	71%
SPRINGFIELD HOSPITAL	VT	77%	82%	67%	65%	60%
ST ELIZABETH'S MEDICAL CENTER	MA	78%	80%	63%	74%	65%
ST JOSEPH HEALTH SERVICES OF RI	RI	78%	81%	63%	71%	62%
ST JOSEPH HOSPITAL	NH	81%	82%	71%	73%	63%
STURDY MEMORIAL HOSPITAL	MA	79%	79%	65%	72%	62%
ST VINCENT HOSPITAL	MA	77%	79%	64%	68%	62%
TUFTS MEDICAL CENTER	MA	79%	81%	64%	70%	62%
UMASS MEMORIAL MEDICAL CENTER INC	MA	72%	76%	53%	65%	58%
UPPER CONNECTICUT VALLEY HOSPITAL	NH					
VALLEY REGIONAL HOSPITAL	NH	81%	82%	78%	77%	68%
WEEKS MEDICAL CENTER	NH					
WENTWORTH-DOUGLASS HOSPITAL	NH	82%	78%	67%	71%	66%
WESTERLY HOSPITAL	RI	78%	80%	66%	70%	58%
WINCHESTER HOSPITAL	MA	82%	82%	72%	74%	66%
WING MEMORIAL HOSPITAL AND MEDICAL	MA	82%	84%	69%	69%	62%



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75%	51%	86%	75%	79%	33%
85%	59%	87%	73%	74%	34%
74%	48%	87%	65%	63%	29%
68%	47%	88%	67%	72%	31%
71%	56%	86%	60%	57%	38%
76%	63%	86%	72%	76%	35%
78%	47%	87%	72%	73%	33%
72%	49%	88%	70%	78%	37%
71%	55%	89%	72%	75%	32%
61%	43%	87%	64%	72%	28%
					Survey results are not available for this reporting period
76%	65%	89%	74%	77%	34%
					Survey results are not available for this reporting period
79%	56%	91%	74%	80%	30%
82%	51%	83%	70%	70%	36%
72%	49%	86%	76%	83%	39%
81%	56%	88%	72%	78%	32%





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CENTER

WOMEN AND INFANTS HOSPITAL OF  
RHODE ISLAND

RI

79%

84%

68%

76%

63%



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72%

59%

83%

76%

83%

29%